

## AMENDMENTS TO THE SPECIFICATION

Please amend the second full paragraph on page 7, beginning at line 17 and continuing through line 23, as follows:

As described above, the service establishment often monitors the customer's progress through several points-of-contact, or "checkpoints," such as the point-of-entry, the order window, and the pick-up window of a drive-thru service lane (step 530). Upon detecting the customer's presence at a checkpoint, the system initiates a time-monitoring sequence that measures the customer's wait-time since the previous checkpoint (step 535), if any, and compares the measured wait-time to a predetermined threshold value to determine whether the customer's wait has been "too long" (step 540) (~~step 535~~).

Please amend the first full paragraph on page 8, beginning at line 3 and continuing through line 10, as follows:

Upon determining that a customer has waited "too long" and assessing the degree of the customer's "overwait," the system determines ~~decision~~ what type of compensation to offer the customer (step 545) (~~step 550~~). In some cases this decision is made automatically by the computer system, and in other cases it is based on the judgment of an employee of the service establishment. In either case, the service establishment typically uses the information retrieved from the data warehouse in deciding what type of compensation to offer. A customer who purchases a particular type of food item on every visit, for example, might receive a coupon for a discounted or complimentary item of that type.